

Date: **2 April 2020**

Our reference: **FOIRQ5756**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

Your Request and Our Response (in bold)

Please see our response to your following request for information from Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust'):

Telephony System

1. *What is your current telephony system?* **VOIP - Call Manager, Contract Centre Express, CISCO Unified Attendant Console, I&M Presence Server**
2. *How many users of the telephony system?* **4000 – 4500**
3. *When is the contract up for renewal?* **Part of 5 year contract for all of our CISCO Support. This will be for renewal in 2023**
4. *If it isn't a VoIP system, will that be a consideration for the next contract cycle?* **N/A**
5. *The email address of the primary contact for this contract?* **Please see the following contact details:**

Andy Cowe *
ICT Contracts Manager
ICT Support Services
Andy.cowe@gosh.nhs.uk

Please note: * the named persons have refused consent for their above personal data to be used for direct marketing purposes.

The Privacy and Electronic Marketing Regulations state that an individual must consent to processing of their personal data for marketing purposes. Re-use of their data for this purpose without explicit consent would therefore be a breach of their rights under the Data Protection Act 2018.

The Trust takes breaches reported by our staff seriously. We can make the relevant complaints, including referrals to the Information Commissioner, if necessary.

Mobile phones

1. *Who is your current mobile phone provider?* **O2**
2. *How many mobile connections?* **Approx. 650**
3. *When is the contract up for renewal?* **Out of contract – We are on a month by month rolling contract**
4. *How long do you contract for (24 or 36 months)?* **Both; but our previous contract was 24 month**
5. *The email address of the primary contact for this contract?* **Please see the following contact details below:**

Andy Cowe *
ICT Contracts Manager
ICT Support Services
Andy.cowe@gosh.nhs.uk

Please note: * the named persons have refused consent for their above personal data to be used for direct marketing purposes.

The Privacy and Electronic Marketing Regulations state that an individual must consent to processing of their personal data for marketing purposes. Re-use of their data for this purpose without explicit consent would therefore be a breach of their rights under the Data Protection Act 2018.

The Trust takes breaches reported by our staff seriously and we will make relevant complaints, including referrals to the Information Commissioner, if necessary.

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions, issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

Re-use of information

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the date of receiving our final response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Fax: 01625 524510